

## AMENDMENTS TO THE CLAIMS

1. (Currently amended) A method for ~~recording a user's steps in a transaction,~~  
determining a level of service for a server hosting an information resource, the method  
comprising:

at a first computer:

retrieving an information resource from the Internet ~~as a step in the~~  
~~transaction;~~

capturing service level thresholds and the time required to retrieve  
the information resource; ~~and~~

recording the service level thresholds and parameters regarding the  
information resource in a transaction data file ~~in a form configured to~~  
~~support playback of the transaction;~~ and

forwarding the transaction data file from the first computer,  
through a network, to a second computer;

at the second computer:

identifying a first step in the transaction data file;

executing the first step by attempting to retrieve the information  
resource identified by the first step; and

determining a level of service for a server hosting the information  
resource based on the executing.

2. (Currently Amended) The method of claim 1 further comprising aborting the

step of retrieving when a timeout threshold is exceeded.

3. (Currently Amended) The method of claim 1 wherein ~~the recording~~ parameters ~~comprises recording~~ comprise an address and port of the information resource.

4. (Currently Amended) The method of claim 1 further comprising generating at the first computer conditional logic used to instruct service software at the second computer as to a ~~correct~~ service level code to return based on the service software's time to retrieve the information resource.

5. (Currently Amended) The method of claim 4 wherein the generating conditional logic comprises generating conditional logic defining service levels of GOOD, MARGINAL, and FAILED.

6. (Currently Amended) The method of claim 1 wherein the recording comprises recording the step information in a hierarchy, each step comprising an entry in the hierarchy with the data in the transaction data file being a top level of the hierarchy.

7. (Canceled)

8. (Currently Amended) The method of claim [[7]] 1, further comprising, at the second computer:

identifying one or more subsequent steps ~~within~~ in the transaction data file;

executing the one or more subsequent steps by attempting to retrieve information resources identified by the subsequent one or more steps; and

returning respective levels of service for respective servers hosting the respective information resources identified in the ~~subsequent~~ one or more steps.

9. (Currently Amended) The method of claim 8 further comprising calculating an amount of time to execute the first step.

10. (Currently Amended) The method of claim 9 wherein the step of determining ~~returning~~ the level of service comprises determining ~~calculating~~ the level of service based on the amount of time required to execute the first step.

11. (Canceled)